

Professional Summary

Accomplished operations expert with over 6 years of customer account and program management experience and a proven track record of excellence in high-stakes customer retention, data analysis and data-driven decision making, operational improvement, and people management. Skilled in establishing and meeting KPIs and SLAs, communicating effectively and clearly with stakeholders and employees, using data analysis to determine key focus areas, taking ownership to improve project and employee performance, and spearheading initiatives to save operational burden and promote employee retention.

Technical Skills

- ★ Operations: SOPs, KPIs, SLAs, operational improvement, setting operational standards, resource management
- ★ Analytics: SQL (PostgreSQL, Snowflake), Python, Advanced Excel, PowerBI, Tableau, visualization, dashboards, queries

Professional Experience

Team Lead – H&R Block, 2023 – 2024

- ★ Led team of 16
- ★ Hired and trained staff for store
- ★ Recruited and screened candidates for District
- ★ Improved operations using project management software
- ★ Determined and monitored KPIs and SLAs
- ★ Addressed customer escalations and complaints

Operations Analyst, CX– Convoy, 2021 - 2023

- ★ Led team of 7
- ★ Collaborated with engineering team to adapt Salesforce for Convoy
- ★ Piloted new program to improve operational consistency and efficacy (FLOW team)
- ★ Owned processes and SOPs for key enterprise \$1M+ accounts
- ★ Reduced operational bloat across CX department by using SQL & Google Sheets integrations
- ★ Created Batch Breaker SQL tool to reveal broken Ford batches, preventing \$50k per day fines for plant shut-down
- ★ Automated a 15h daily process for Home Depot to 2-5h per day, saving over \$46k in operational burden per quarter
- ★ Spearheaded action plan after identifying carrier fraud using data analysis
- ★ Trained and led offshore team for varied accounts
- ★ Audited processes and metrics to monitor productivity and shipment success
- ★ Built dashboards, queries, and data tables in Snowflake for various teams and shippers
- ★ Discovered over \$1M of uncollected receivables and implemented plan to recoup, recovered \$36,000 within one week
- ★ Head of Pride@Convoy ERG

Key Accounts Manager – Three by Three Seattle, 2016 – 2019

- ★ Maintained over \$750k in B2B accounts
- ★ Portfolio of 300 other businesses across the US and internationally
- ★ Managed AR
- ★ Directed incoming and outgoing shipment logistics
- ★ Oversaw overseas manufacturing and quality control for custom orders
- ★ Controlled customs process for international shipments
- ★ Led Oprah's Favorite Things promotion, requiring quick movement and deadline adherence, logistics planning, sales forecasting, paid and grassroots marketing tactics, and data entry/website updating and listing management
- ★ Operated as Office Manager & Executive Assistant to the CEO and VP of Sales as needed

Education

- ★ Bachelor of Science, Data Science – Bellevue University, expected 2025